

JOB OPPORTUNITY

Franchise Tax Board is an equal employment opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

☒ Permanent Full-time ☐ Permanent Intermittent ☐ Limited-term (Temporary) Length ____ ☐ Formal Training and Development Assignment

Position Title: Technical Support Analyst

Location Sacramento Field Office

Classification: Assoc/Staff Info Systems Analyst

Section/Unit: IT Service Desk Unit – Field Operations
Unit 799

Salary Range: \$4619-5897/\$5065-6464

Number of Vacancies: 1

Job Description: (includes typical duties)

Under the general direction of a Data Processing Manager II, incumbent is responsible for the successful resolution of technical issues consistent with departmental IT and service requirements. You will report to a manager at C.O. while working independently in a FTB field office supporting Collection and Investigation units as well as maintaining FTB owned equipment in various non-state locations. You will also be responsible for providing logistical support to all other field offices. As part of the Field Operations Group, you will provide technical support to users on all computer related equipment. Duties extend to providing support for unit operations, technology research, technical report development and software integration procedures. This includes providing leadership and technical guidance on hardware and software-related issues, participating and representing the Field Operations Group on enterprise-wide teams.

Required Knowledge, Skills, Abilities:

Excellent interpersonal skills and customer service skills.

High technical knowledge of personal computer hardware and software (i.e. WinXP, MS Office Suite, Exchange).

Ability to promptly analyze problems, make decisions, and take effective action.

Knowledge of Internet/Intranet technologies and processes.

Willingness to learn and adapt in an environment of rapid change and growth.

Demonstrated communications, analytical, and decision-making skills along with strong analytical skills.

Ability to establish priorities, work independently and complete multiple priorities.

Desirable Experience/Qualifications:

Working knowledge of UniCenter application.

Working knowledge of ARCS, TI, INC and Eview applications.

Familiarity with the department's organization, functions, and major information systems.

Ability to plan and execute IT projects.

Excellent attendance.

Mail or hand deliver your application by: October 24, 2008

Contact Person: Jerry Barrios

Telephone Number: (916) 845-3138

Address/Room Number: Exam Unit, PO Box 550, Sacramento CA 95812-0550

Attn: Jerry Barrios

Special Instruction: FTB Employees Hand Deliver or Route To: Jerry Barrios at M/S F-250

"Exempt From Freeze" California State Tax Compliance: As required by the department's rules of conduct, all employees of the Franchise Tax Board (FTB) must be in compliance with California Revenue and Taxation Code. During the background investigation portion of the hiring process, FTB will review return information to verify California state income tax compliance. Any failure to comply with the California Revenue and Taxation Code may prevent you from being hired at FTB. If you think you may have any potential tax compliance issues, please call 1-800-852-5711 to resolve them prior to seeking employment with FTB.

To be considered for this Job Opportunity, applicants must have permanent civil service status, be reachable on an employment list, or have reinstatement eligibility. **Applications will be screened and only the most qualified applicants will be interviewed. All applicants not currently employed with the Franchise Tax Board will be subject to a pre-employment background investigation.** The investigation will consist of completion of a pre-employment questionnaire, fingerprinting, and an inquiry to the Department of Justice to disclose criminal records.

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.

The California Relay Service telephone numbers are: (from TDD Phone) (800) 735-2929; (from Voice Phone) (800) 735-2922.